



*\*Sparking wonder and curiosity about our world through hands-on science experiences\**

## **Lead Guest Services Associate**

Come join our Guest Services team! The 28-hours per week **Lead Guest Services Associate** will support the daily operations of the ticketing counter and gift shop by providing excellent customer service while assisting guests with sales and information. In addition, in the absence of area management, the Lead Guest Services Associate will be responsible for supervising the Guest Services area, authorizing override codes for any ticket counter or store issues, verifying end-of-day deposits and being available throughout operating hours to handle guest services area issues.

This position is generally scheduled for up to 28 hours per week, Wednesday through Sunday.

### **Accountabilities and Major Duties**

1. Supervise Guest Services staff in the absence of area management.
2. Authority to issue any refunds/exemptions.
3. Greet, inform and respond to all customers with sincerity and positivity.
4. Maintain departmental communication, providing confirmation of policies and procedures and assisting with training on new/updated procedures.
5. Understand and be able to communicate clearly to customers all vital information regarding memberships, programs, exhibits, events, IMAX films, and other McWane Science Center activities and areas.
6. Greet, check-in, and otherwise assist all groups with any questions, scheduling, or other issues.
7. Accurately process cash and credit card transactions and maintain a balanced cash drawer.
8. Daily balancing of safes at opening and closing, handling change orders, verifying final totals of the day for all drawers and handling end-of-day deposits/paperwork/reports in the absence of area management.
9. Provide friendly, professional service for any customer service needs and resolve or assist in the resolution of any issues.
10. Assist in maintaining cleanliness and neat visual presentation of all front-of-house spaces including the merchandising of products.
11. Assist with product check-in and established inventory procedures.
12. Act responsibly and dutifully in the absence of area management using keys and codes properly and reporting internal and external issues and concerns.
13. Suggest and sell memberships and other programs in order to meet the visitor needs and interests.
14. Assist with Field Trips, as assigned.
15. Will be given additional weekly duties at Ticketing as assigned by the Manager of Guest Experience.

**Minimum Qualifications**

1. High School diploma or equivalent.
2. Working weekends is required. One weekend off per month when requested.
3. Excellent customer service skills.
4. Strong communication and interpersonal skills.
5. 1+ year cash handling experience.
6. 1+ year customer service experience.
7. Point of Sale computer experience.
8. Demonstrated ability to count down and balance a cash drawer.
9. Capable to working in fast paced environment with distractions.
10. Computer skills.
11. Must be at least 18 years of age.

**Minimum Physical Qualifications**

1. Ability to sit/stand for extended periods of time without being able to leave the work area.
2. Ability to perform work using a computer for extended periods of time.
3. Ability to operate a computer and register.
4. Visual and hearing acuity.
5. Ability to climb a stepladder to merchandise or retrieve products.
6. Ability to push and pull up to 100 lbs.; ability to lift up to 50 lbs.

***Benefits include FREE membership and IMAX Dome Theater screenings; discounts in our gift shop, camp program, IMAX theater and food service; 403(b) retirement savings plan including company match; and on-site parking.***

**We look forward to hearing from you!**